

VISITOR TRANSPORTATION SYSTEM SURVEY RESULTS

VTS ID: 24

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Name of the NPS Unit:	Everglades National Park			VTS Group:	Water
Name of VTS:	Flamingo Boat Tours			NPS Region:	Southeast
Respondent's Name:	Henry Benedetti			Annual Visitors:	890,167
Respondent's Title:	Chief, Concessions Management				
Respondent's Phone:	(305) 242-7760	Fax:	() - 0	E-mail:	

Section 1: How is the VTS Service Provided?

1.1 In what year VTS service first provided?		1.6a Contract Term (years):	18
1.2 Who currently manages the VTS service?	Concessioner	1.6b Contract Start Date:	6/1/79
1.3 Who currently operates VTS service?	Concessioner	1.6c Contract End Date:	5/31/97
1.5a Concessioner Name:	TW Recreational Services, Inc.		
1.5b Concessioner Address:	#1 Flamingo Lodge Hwy. Flamingo, FL 33034		
1.5c Concessioner Telephone:	(941) 695-3101		

Section 2: What Kind of VTS Service is Provided and what is the Frequency and Performance of the VTS?

2.1 What type of vehicles are used to operate the VTS Service?

2.2 Does the VTS service always operate along a fixed or consistent route or routes?

2.3 What are the names, round trip mileage, trips per day, % peak season trips in which vehicles are (1) filled to capacity, (2) beyond capacity and riders are left behind, and (3) operate on time (within 5 minutes of scheduled time)? (See Table B for service frequency per day of the week).

Route	Route Mileage	Peak Season Trips per Day	Off Peak Season Trips per Day	Percent Capacity Trips	Percent Refused Trips	Percent Ontime Trips
Tour Boat / Backcountry	8	3	2	60	60	100
Tour Boat / Florida Bay	6	4	1	20	20	100

2.4 If not a fixed route, How is the path of the VTS route determined?

2.5 Times per season that VTS service failed to operate due to an equipment shortage?

2.6 Times per season that VTS service failed to operate due to an operator shortage?

Section 3: What is the Purpose of the VTS Service?

3.1 Is the VTS the sole means of public access into the park or park unit?

3.2 Rate each of the following attributes as to their degree of relevance to the VTS Service:

Visitor Enhancement Rating:	High	Cost Effectiveness Rating:	High
Resource Protection Rating:	High	Sustainability Rating:	High

3.3 What is the primary purpose of VTS?

Section 4: When Does the VTS Service Operate?

4.1 Is the service year around?

Current Year Start Date:

Next Year Start Date:

Current Year End Date:

Next Year End Date:

4.2 Peak Demand Start Date:

Low Demand Start Date:

Peak Demand End Date:

Low Demand End Date:

Section 5: How Does the VTS Service Operate?

5.1 Does the VTS Operate on a fixed schedule? If No, Describe How Trips are Determined:

5.2 Is Schedule Adjusted Weekly?

5.3 Is Schedule Adjusted Daily?

5.4 Is Schedule Provided to Operators?

5.5 Is Schedule Available to Visitors?

Section 6: What is the VTS Rolling Stock?

6.1 Who provides the vehicle/vessel equipment?

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6.2 Total Fleet Size: 6.3 Number of vehicles or vessels operated in service at a single time? 6.4 Do any vehicles employ alternative fuels? Alternative Fuel Type:

Equipment Number	Maker of Vehicle or Vessel	Model	Registry (Vessels)	Year	Annual Mileage	Fuel	Owner	Condition (See Note)
1	Corinthian Yachts		956437	1990			TWRS	1
2	Corinthian Yachts		945400	1988			TWRS	1

Note: Condition = 1 (Excellent) to 5 (Very Poor)

Section 7: What Facilities Does the VTS Use?

7.1 Is there an inventory of VTS facilities?

7.2 Who owns the VTS facilities?

Facility Name	Year Built	Ownership	Maintenance	Condition (See Note)
Flamingo Marina	1960	NPS	NPS / TWRS	3

Note: Condition = 1 (Excellent) to 5 (Very Poor)

Section 8: Who Uses the VTS Services?

8.1 Are passenger counts kept regularly?

If so, how often are the counts made?

8.2 Please provide the average daily number of passenger boardings

Fiscal Year	Peak Season Daily Boardings	Off Peak Season Daily Boardings	Annual Boardings
FY 1996			49768
FY 1995			43114
FY 1994			37538
FY 1993			39774
FY 1992			46761

Section 10: How Much is Charged for Using the VTS Service?

10.1 Is a Fare charged to use the VTS Service? 10.2 Does Fare vary according to Season, day of week or time of year? 10.3 Does Fare Vary between adults and children?

10.4 Please Provide Fares for the VTS System

	Peak Season				Off Season			
	Peak Day		Off Peak Day		Peak Day		Off Peak Day	
	Adults	Children	Adults	Children	Adults	Children	Adults	Children
Tour Boat / Backcountry	\$16.00	\$8.00	\$16.00	\$8.00	\$16.00	\$8.00	\$16.00	\$8.00
Tour Boat / Florida Bay	\$10.00	\$5.00	\$10.00	\$5.00	\$10.00	\$5.00	\$10.00	\$5.00

Section 11: What are the Revenue and Operating Costs for the VTS Service?

11.2 Does NPS financially support the VTS in any way? 11.3 Does NPS or Treasury receive payment from VTS Contractor/Concessioner?

11.3 Basis for Payments Received:

Percent of Gross Revenues:

11.3 Other Basis for Payments Received:

11.4 Does VTS receive funds from sources other than NPS?

Please provide Operating Revenue, Cost, Funding Sources:

Section 12: What are the VTS Liability and Safety Programs?

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Collision Coverage:		Collision Premium:	
Comprehensive Coverage:		Comprehensive Premium:	
Property Coverage:		Property Premium:	
Public Liability Coverage:		Public Liability Premium:	
Medical Coverage:		Medical Premium:	
Other Insurance:		Other Premium:	
		Total Premium:	
12.2 Who pays Insurance?	Concessioner	12.5 Who conducts substance abuse screening?	US Coast Guard
12.3 Who pays Operator Ins.?	Concessioner	12.6 Who conducts safety training program?	Concessioner
12.4 Who pays special license?	Captain	12.7 Who maintains substance abuse program?	Concessioner
12.4 Who screens operator history?	US Coast Guard	Who regulates VTS vessels and crews?	US Coast Guard
		12.8 Number of injury claims in past 5 yrs?	1

Section 13: What are the VTS Maintenance Procedures?

13.1 Is there a written Maintenance Program?	No
13.2 Are there written Hazmat Program procedures?	Yes
13.3 Is there a written Maintenance Training Program?	No
13.4 Is there a written Safety Program for VTS maintainers?	Yes
13.5 Is AC Brake Certification required?	No
13.6 Are federal (e.g., OSHA) Records Maintained?	Yes
13.7 What is the number of Shopped Vehicles per day on a typical peak visitor season?	0
13.8 What is the number of preventable maintenance road calls made during FY 1996?	0

Section 14: What Future Plans are there for VTS Service

Planned Mods:	No
Plan Reports:	No